

## JOINT MEDIA RELEASE

### BCA RECOGNISES TWO NEW ACCREDITATION SCHEMES FOR MANAGING AGENTS

**23 June 2021, Singapore** – The Building and Construction Authority (BCA) has recognised new accreditation schemes for managing agents introduced by the Association of Property and Facility Managers (APFM) and the Association of Strata Managers (ASM). This is to support the industry in raising the standards of managing agents (MAs) who provide services to management corporations (MCSTs). APFM and ASM will each be issued with a Certificate of Recognition from BCA, which requires renewal every three years. The recognition of the two accreditation schemes is part of BCA's efforts to support the industry bodies in raising professionalism and improving competencies of MAs at both the individual and firm levels.

2 MAs can obtain accreditation at the individual level by going through a structured training programme, comprising a component that is conducted by either of the two associations and another conducted by the BCA Academy. The training programme covers areas such as the Building Maintenance and Strata Management Act (BMSMA) framework, application of the BMSMA, building services, communication and office administration. The training will equip MAs with the capabilities to carry out duties professionally and provide sound advice to MCSTs.

3 Since the commencement of the training programme in June last year, more than 300 MAs have completed training and meet the criteria to be accredited.

4 MA firms can be accredited if they have sufficient staff accredited at the individual level and fulfil other accreditation criteria. To date, 16 MA firms have trained the minimum number of staff required for accreditation (**refer to Annex A for list of firms**).

## **Benefits for getting accreditation**

5 Mr Chin Chi Leong, Commissioner of Buildings, BCA, said, “At present, there are more than 3,500 MCSTs in Singapore, with almost 75% engaging MAs to help in the day-to-day running of their estates. BCA recognises the need for competent MAs and has worked with both APFM and ASM to develop and recognise a more structured framework to train and upskill MAs in the industry. We would like to encourage MA firms to send their staff for training and accreditation so they have a pool of competent MAs to provide quality services to their clients.”

6 Dr Lim Lan Yuan, President of APFM said, “The recognition by BCA of APFM’s Accredited Managing Agent or AMA Scheme is a significant milestone in the training and certification of individuals and firms providing MA and property management services. We have been running the AMA scheme since 2003 and have now enhanced it in tandem with BCA’s competency framework, with the objective to further professionalise the provision of property and facility management services. We are confident that our enhanced accreditation scheme will not only encourage our APFM members to set and maintain high standards in their service delivery, but also fulfil the transformation of the property management industry in line with our nation’s Industry Transformation Map for the real estate value chain. MCSTs and strata unit owners will certainly stand to benefit if their MAs are accredited, as our accredited MAs will have to meet certain predetermined standards and professionalism. Accredited MAs will stand in good stead to value add to the management and operation of all Management Corporations, residents and their guests.”

7 Mr Teo Poh Siang, President of ASM added, “For many people, owning a strata property has been the single largest investment. It is natural that property owners expect strata management firms and their strata managers to possess relevant skill sets and are competent and professional in managing the strata developments that they own or occupy. ASM was formed with the intention of upgrading and developing the professionalism of Managing Agents with continuous training and engagement with various stakeholders of the industry. The training syllabus of the accreditation scheme covers the practical aspects of maintenance management in strata developments and provides the industry practitioners among others, with the requisite skills and knowledge to keep abreast of the latest changes in policies and procedures relating to strata

management. Together with our plans for Continuing Professional Development courses (CPD), we aim to raise the competency levels of our members to better meet the needs and expectations of our clients.”

8 More information on the Accreditation schemes can be found in **Annex A**.

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## **Enclosed**

### **Annex A: Factsheet on the Recognition of Accreditation Schemes for Managing Agents**

#### **About BCA**

The Building and Construction Authority (BCA) of Singapore champions the development of an excellent built environment for Singapore. BCA's mission is to shape a safe, high quality, sustainable and friendly built environment, as these are four key elements where BCA has significant influence. In doing so, it aims to differentiate Singapore's built environment from those of other cities and contribute to a better quality of life for everyone in Singapore. Hence, its vision is to have "a future-ready built environment for Singapore". Together with its education arm, the BCA Academy, BCA works closely with its industry partners to develop skills and expertise that help shape a future-ready built environment for Singapore. For more information, visit [www1.bca.gov.sg](http://www1.bca.gov.sg).

#### **About APFM**

The Association of Property and Facility Managers (APFM) was formed in July 1995 with the objective of promoting the standard and practice of property and facility management. It also provides a platform for exchanges among members as well as dialogues with the authorities and other allied professional bodies. It organises seminars, short courses, talks and promotes research with tertiary institutions. For more information, visit [www.apfm.org.sg](http://www.apfm.org.sg).

#### **About ASM**

The Association of Strata Managers was constituted and registered with the Registrar of Societies on 24 July 2013. The objective of the Association of Strata Managers is to be the leading professional organisation representing firms that provide managing agent services to Management Corporations in Singapore. We aim to be a voice for all strata managers in Singapore. We want to create professional standards which are recognised, respected and upheld by all members to achieve a quality standard which is trusted by all owners of strata titled properties and their Management Corporations. The mission of the Association of Strata Managers is therefore to uphold the competency and professionalism of the managing agent industry via the accreditation scheme to safeguard the interest of consumers. Together all our member firms are currently managing more than 1,000 Management Corporations constituting more than 25% of the total number of active strata developments. For more information, visit [www.asm.org.sg](http://www.asm.org.sg).

## **Annex A: Factsheet on the Recognition of Accreditation Schemes for Managing Agents**

### **Background**

Under the Building Maintenance and Strata Management Act (BMSMA), Management Corporations (MCSTs) can appoint managing agents (MAs) to help them manage and maintain their strata developments.

The Association of Property and Facility Managers (APFM) and the Association of Strata Managers (ASM) have introduced accreditation schemes for MAs, with the aim of uplifting the professionalism and competency of managing agents at the 'Individual' and 'Firm' level.

### **Accreditation for Individual MAs**

Under the scheme, a person who provides advice to the Council of MCSTs on the management and maintenance of the estate with respect to the Building Maintenance and Strata Management Act (BMSMA) and relevant legislation, can be accredited under the 'Individual' level.

The individual must:

- Attend a training course conducted by either Association and the BCA Academy (BCAA);
- Pass the required examinations administered by the Association and the BCA Academy;
- Have a minimum of two (2) years of relevant full-time working experience in strata or property management;
- Adhere to and maintain the code of conduct and ethics developed by the Association; and
- Attend a minimum of eight (8) hours of continuous professional development (CPD) training a year.

### **Accreditation for Firms**

The industry accreditation schemes for firms focus on the competencies and services rendered by the MA firms. The firm must have:

- A minimum 30% of its staff accredited as individual MAs in year 2021 and thereafter progressively build up this proportion to 50% in year 2022 and 70% in year 2023;
- Professional indemnity insurance with an appropriate coverage;
- At least one (1) key management staff with a relevant degree or diploma and with a minimum five (5) years of direct working experience in strata or property management; and
- At least one (1) key management staff and one (1) other staff pass interviews conducted by the Association's Accreditation Panel, testing their knowledge in strata management and their professional integrity and objectivity.

The accreditation schemes will be administered by the Associations through their Accreditation Panel, Examination Board and Disciplinary Committee whose Terms of Reference are as follows:

Accreditation Panel: To assess applications of MA firms and individual MAs based on the criteria for accreditation under the scheme and to ensure that the terms and conditions of the accreditation are complied with.

Examination Board: To ensure the overall integrity of the assessment process, approve the appointment of trainers, review and update the curriculum of the prescribed training modules for accreditation, and consider and approve exemptions from the prescribed training for equivalent courses. It will also ensure adequate and appropriate continuing professional development (CPD) courses offered for accredited individual MAs.

Disciplinary Committee: To ensure that all accredited members comply with the Association's code of conduct. The Disciplinary Committee will investigate complaints against an accredited MA firm or individual MA.

### Firms that are eligible to be accredited

To date, 16 MA firms have trained the minimum number of staff required for accreditation. They are:

- Affinity Property Consultants Pte Ltd
- Empire City Consultant Pte Ltd
- Jones Lang LaSalle Property Consultants Pte Ltd
- HBA Group Property Consultants Pte Ltd
- Keppel Land Real Estate Services Pte Ltd
- Knight Frank Estate Management Pte Ltd
- LE Property Consultancy Pte Ltd
- Newman & Goh Property Consultants Pte Ltd
- Ocean IFM Pte Ltd
- Pentagon Property Consultants Pte Ltd
- Property Facility Services Pte Ltd
- Propmag Management Services Pte Ltd
- Realty International Associates Pte Ltd
- Savills Property Management Pte Ltd
- SRE Global Pte Ltd
- Wisely 98 Pte Ltd

### **BCA's Recognition of Accreditation Schemes**

The Certificate of Recognition will be valid for three (3) years and subject to renewal. BCA will form a Joint Working Committee (JWC) with each Industry Association to ensure that the Association complies with the criteria set in place for training, conditions of contracts, code of ethics, feedback on errant accredited MA firms, etc. BCA will provide secretariat support to the JWCs. The list of accredited MA firms and individuals will be published on the website of the respective associations.

### **Training Modules for Accreditation of Individual Managing Agents**

1. Familiarity with the Building Maintenance and Strata Management Act (BMSMA) and Regulations
2. Application of BMSMA
3. Building Services and Maintenance
4. Communication and Office Administration